



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Sage Telecom, Inc.
for quarter ending September 30, 2005

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	2.20	2.04	2.26	2.17
D. Business or Customer Service Answer Time [730.510(b)(1)]	2.20	2.04	2.26	2.17
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	81.00% *	82.00% *	89.00% *	84.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.08	2.01	1.73	1.94
H. Percent Repeat Trouble Reports [730.545(c)]	13.00%	21.00% *	19.00%	17.66%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	5.00%	2.00%	3.66%
J. Missed Repair Appointments [730.545(h)]	10	0	0	3
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

9-30-05 ASA was 00:02:26 with ASA for 10-31-05 of 00:01:40. Through the utilization of the IVR and active call management, our results have improved productivity. Moreover, with these continued changes, ongoing improved ASA results are expected.



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